



2010

## FAIR LABOR ASSOCIATION INDEPENDENT EXTERNAL MONITORING REPORT

**COMPANY:** Electronic Arts  
**COUNTRY:** USA  
**FACTORY CODE:** 6900821093I  
**MONITOR:** Accordia Global Compliance  
Group  
**AUDIT DATE:** December 7 – 8, 2010  
**PRODUCTS:** DVD Processing  
**PROCESSES:** Packing, Shipping  
**NUMBER OF WORKERS:** 610



## CONTENTS:

Code Awareness: _____	3
Code Awareness: _____	4
Hours of Work: Rest Day _____	5
Hours of Work: Other - Hours of Work _____	6



**Code Awareness:**

GEN.2 Ensure that all Company factories as well as contractors and suppliers inform their employees about the workplace standards orally and through the posting of standards in a prominent place (in the local languages spoken by employees and managers) and undertake other efforts to educate employees about the standards on a regular basis.

**Noncompliance**

**Explanation:** It was noted during interviews that employees of [Factory name], as well as temporary workers, have not been verbally educated regarding the Workplace Standards.

**Plan Of Action:** Electronic Arts' (EA) Labor Standards for Product Suppliers are posted in highly trafficked areas visible to all employees and visitors. Full-time and temporary employees will be educated on the Labor Standards annually. Employees will receive copies of the Labor Standards and be provided with explanations. This training will be provided by the supervisors/managers of each area.

**Deadline Date:** 04/30/2011

**Action Taken:**

**Plan Complete:** No

**Plan Complete Date:**

---



**Code Awareness:**

GEN.3 Develop a secure communications channel, in a manner appropriate to the culture and situation, to enable Company employees and employees of contractors and suppliers to report to the Company on noncompliance with the workplace standards, with security that they shall not be punished or prejudiced for doing so.

**Noncompliance**

**Explanation:** It was noted that no secure communications channel has been established which would enable the workers to report noncompliances directly to the company.

**Plan Of Action:** The Applicable Supplier promotes an open door policy whereby employees are encouraged to speak with their management team on any matter at any time. There is also an anonymous hotline number posted throughout the facilities and on employee badges. Employees may call to report any suspicious or noncompliance concern they may have. Employees will be advised that noncompliance issues related to EA's Labor Standards may be reported via either of the aforementioned methods. Moreover, the EA Labor Standards, which are posted in visible areas of the facility, contain contact information (by phone or in writing) for employees to contact EA directly and confidentially.

**Deadline Date:** 04/30/2011

**Action Taken:**

**Plan Complete:** No

**Plan Complete Date:**



### Hours of Work: Rest Day

HOW.2 Workers shall be entitled to at least one day off in every seven-day period. If workers must work on a rest day, an alternative day off must be provided within that same seven-day period or immediately following the seven-day period. (P)

### Noncompliance

**Explanation:** It was found through payroll records and timekeeping records review that 4 out of 20 workers in the sample reviewed were working without being given 1 day off in every 7-day period. The pay periods reviewed was for the pay period of September 7, 2010 to November 25, 2010. Worker #1: 66 days without a day rest Worker #2: 21 days without a day rest Worker #3: 10 days without a day rest Worker #4: 12 days without a day rest

**Plan Of Action:** The Applicable Supplier encourages a healthy work/life balance for all employees and temporary personnel. All work schedules provide employees with time off for rest. During busy work periods, alternate work schedules are implemented to satisfy production while maintaining a work/life balance. No one is required to work more than 6 days in every 7-day period. However, employees may and do volunteer to work additional days.

**Action Taken:**

**Plan Complete:** No

**Plan Complete Date:**

---

**Hours of Work: Other - Hours of Work**

Other

**Noncompliance**

**Explanation:** It was found through payroll records and timekeeping records review that 3 out of 20 workers in the sample reviewed were found working in excess of 60 hours per week. The pay periods reviewed was for the pay period of September 7, 2010 to November 25, 2010. Worker #1: up to 75.7 hours in one week Worker #2: up to 80 hours in one week Worker #3: up to 68.4 hours in one week

**Plan Of Action:** The Applicable Supplier encourages a healthy work/life balance for all employees and temporary personnel. All work schedules provide employees with time off for rest. No one is required to work in excess of 60 hours per week. However, employees may and do volunteer to work additional hours.

**Deadline  
Date:**

**Action  
Taken:**

**Plan  
Complete:** No

**Plan  
Complete  
Date:**

---